uMobility User Guide
Nokia E Series Smartphones

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1 Introduction

uMobility was designed to enhance the mobile experience by bringing features and functionalities from office or residential services right to the smart phone. uMobility enables the user to:

- Answer the office or home phone (depending on the type of uMobility service) from the smart phone – anytime, anywhere
- Make calls from the smart phone that uses the office or home's default number
- Enjoy greatly improved cell phone coverage inside the office or home
- Never miss an important call again while away from the desk or home
- Talk on the smart phone and not use any cellular network minutes when in a WiFi hotspot
- Access work or home voice mail from the smart phone
- Stop juggling between the cell phone and the office phone or home phone

How to Use this Guide

This guide assists with the installation of uMobility on the smart phone in order to get started using uMobility as quickly as possible.

- To install uMobility, skip to the next section, *Installing uMobility on the Nokia E-Series Cell Phone*
- If uMobility is already installed on the smart phone and WiFi has not been configured – skip to section 2, *Configuring uMobility to Work with a WiFi Network.*
- If uMobility is already installed on the smart phone and WiFi has been configured – skip to section 3, *Using uMobility,* to learn how to use uMobility.
- Section 4, *Other uMobility Options*, explains how to access the contacts and call logs from uMobility, how to enable/disable the Do Not Disturb feature and how to exit uMobility.

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Installing uMobility on the Nokia E-Series Cell Phone

uMobility can be installed on Nokia device “over the air” (OTA) via an email or SMS message received on the device from DSM Telecom.

To install uMobility, both email and WiFi must be set up properly:

- Refer to the *Set up the Email with the Mailbox Guide* section in the Nokia User Guide to set-up email on a Nokia phone.
- Refer to the *Set Up an Access Point for WLAN Manually* section in the Nokia User Guide to set-up WiFi on a Nokia phone

  NOTE – if a cellular data plan is available, it can be used to complete the download of the uMobility application.

Once email and WiFi are set up on the Nokia smart phone, you may have to contact the uMobility administrator to receive the OTA email. Once the OTA email is received from the administrator, simply click on the link that is contained in the email and uMobility automatically installs on the Nokia handset – the application is now ready to identify the specific WiFi access points in the office and/or home to enable the fullest capabilities of uMobility – please continue with section 2, *Configuring uMobility to Work with a WiFi Network*.

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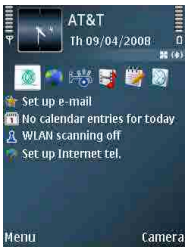
2 Getting Started with uMobility

Running and Re-Starting uMobility

Once installed (and if configured to do so), uMobility loads automatically whenever the Nokia smart phone is turned on.

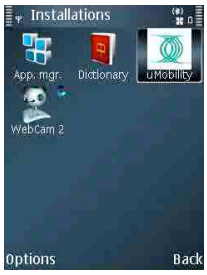
To manually start uMobility:

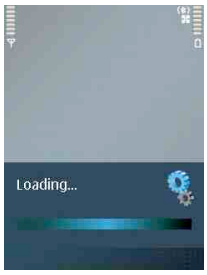
1. Press the **Menu/Home** key on the Nokia handset.



2. Select the **Installations** folder and press the center key (navigation key) to open the folder.

3. From **Installations**, select **uMobility** and press the center key to run uMobility. **Loading**… is briefly displayed along the bottom of the screen while the uMobility client starts.

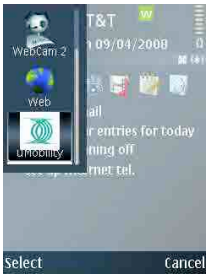




To exit uMobility, see section 4, *Other uMobility Options*.

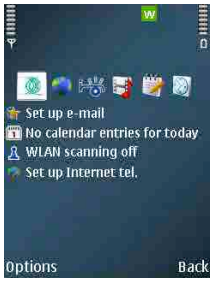
How to Access uMobility Menu Options

1. Press and hold the **Home** key to display the Nokia Task List in the left corner of the screen:



2. Highlight **uMobility** and press the center key on the phone.

3. The uMobility **Options** menu is displayed in the lower left corner of the display:



4. The **Options** menu provides access to the contacts and call logs and also lets you configure uMobility settings, enable/disable DND (Do Not Disturb) and exit the uMobility application.

NOTE: Changes made to uMobility Settings require uMobility to be re-started to activate the changes.

NOTE: Deactivation of the uMobility application may cause erratic behavior with the smart phone's performance.

Configuring uMobility to Work with a WiFi Network

To use uMobility with an office, home or external WiFi network, at least one WiFi access point must be configured on the Nokia phone.

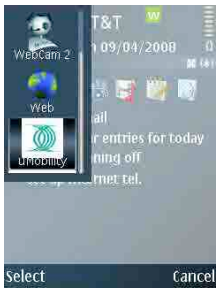
1. Configure a WiFi access point to work with the Nokia phone:
    - Press the **Menu** key on the Nokia cell phone
    - Click on the **Connectivity** folder
    - Click on **Conn Mgr.**
    - Select **Available WLAN Networks**
    - Highlight the access point from the list
    - Click on the **Options**
    - Select **Define access point**
    - Select **Yes**
    - If requested, enter the WEP key for the defined network
    - Press **Exit** until returning to the Home Screen.

To check the WiFi connectivity:

- Highlight and then select the Web (Globe) icon on the Nokia tool bar below the top of the Nokia screen (or, click Menu and select Web). A list of web **Bookmarks** is displayed.
- Select the newly defined access point in Options->Settings->General->Access Point, Select User Defined, which will bring up a list of defined access points. Select the access point that was just defined. Press right soft key (Back) twice to come out of settings screen.
- Highlight and select **Nokia.com**
- If the WiFi connection is working properly, the Nokia web site displays on the Nokia phone's screen
- Now, click the **Close** option in the lower right corner of the screen to return to the Nokia home screen

2. Now that the WiFi connection has been verified the following procedure can be used to consult the list of access points available for use by uMobility. This procedure is only needed for trouble shooting – it is presented here for consultation in the event of difficulty only.

- Press and hold the **Home** key to display the Nokia Task List in the left corner of the Nokia screen:



- Highlight **uMobility** and then press the center key on the phone.
- The uMobility **Options** menu is displayed in the lower left corner of the display.
- Click **Options** and then select **Settings** followed by **Normal Settings:**

A list of settings is displayed:

- Scroll down the **Normal Settings** options and select the desired option: **WiFi Work**, **WiFi Home** or **WiFi External**.

  When the desired **WiFi** option is selected**,** a list of configured access points is displayed. For example:

- Note: If any WLAN/WiFi access point already exists in the phone before starting the uMobility, client, those access points will be by default marked/present in the list. If any WLAN/WiFi access point is defined after launching the uMobility client, then those access point(s) will not be marked/present in list. Press the left soft key i.e., **Option-> Mark/Unmark->Mark** to mark the new WLAN/WiFi access point

- After consulting the list, click **Done**.

3 Using uMobility

Making Calls

When uMobility is running on the handset, one of three icons is displayed: either a green W (W) a blue C (C), a red G (G) icon is displayed along the top of the Nokia phone display:

W indicates that the cell phone is registered with uMobility via a preferred WiFi AP and it is capable of communicating with the office phone system or the local service provider, depending on the type of uMobility service ordered. This indicator does not confirm that the WiFi signal strength is adequate for proper voice quality as voice quality metrics are measured during active calls.

C indicates that the cell phone is not registered with uMobility over a WiFi network, but the cellular network is available for uMobility calls.

G indicates the phone is registered to the uMobility service using the data network of the mobile operator providing the cellular service.

NOTE: It's possible that uMobility may be running, but neither of the above icons is displayed. This scenario indicates that WiFi connectivity is not available and uMobility has not been completely configured to work with a WiFi network. Re-check the WiFi settings and also ensure that have completed the procedure in section 2 to configure the device for WiFi.

NOTE: Calls to emergency services (e.g., E911) will be forced to use the cellular personality of the smart phone. Please see Appendix A, End User License Agreement (EULA) for more information as well as Chapter 4 on how this feature works.

NOTE: The following is a list of emergency numbers that have been added to the client: 122,123,180,191,193,192,100,101,199,197,190,198,112,999,991,993,994,995,019,110,120,119,911,311,104,107. All of these numbers will be dialed using the cellular provider's network.

Enter the desired number and press the green send button on the handset to dial the number just as you normally would on the Nokia phone. Depending upon how the uMobility client is configured, the following pop-up is displayed before the number is dialed:

- To dial the number as a normal cell phone call, select **Cellular** and press the center key. uMobility is not used and the call is routed over the cellular provider's network. The called party will see the native cell phone number as the Caller ID.

- To dial the number through the office phone system or the service provider (depending on the type of uMobility service you have – office or home) using uMobility, select **uMobility** and press the center key.

If you are in a WiFi zone and uMobility determines that the WiFi signal quality is acceptable, the call is routed over the WiFi network, through the office phone system or home service provider to the dialed number and the called party will see the office or home Caller ID number. As long as there is an active WiFi connection with acceptable quality, no cell phone minutes are used by the call. When a WiFi call occurs, the green W icon is displayed along with the active call indicator:

If the WiFi signal strength is unacceptable, or you are outside of WiFi coverage, uMobility still completes the call through the office phone system or service provider to the dialed number (called party), but in this case the call is routed over the cellular provider's network. Cell phone minutes are used in this case, but the called party will still see the uMobility phone number.

When the cellular network is used, the C icon is displayed, an icon indicates that a cellular call is active and the active call indicator is also displayed:

uMobility enables freedom of movement, providing phone conversations using the uMobility service regardless of where the user is located. uMobility automatically makes sure that the highest quality network - WiFi or cellular - is always used to ensure that the call will continue uninterrupted.

In the event the network currently being used by the uMobility client is unable to continue to offer a quality voice path, the client will negotiate a network change with the uMobility Controller (uMC). The uMC is a piece of equipment located in the service provider or enterprise network). When the current call is moved from (for example) the WiFi network to the cellular network, the uMobility user (calling party) will hear three brief tones in the background. These three tones are generated by the phone and do not interrupt the audio path. These three tone are played each time a network hand-off occurs to alert the uMobility user of the change event. No intervention is needed from the user to make this happen; uMobility is simply working on the user's behalf to provide the best voice quality service over the most reliable network available at any given moment.

NOTE: The **Select Network** pop-up is a set-up option in the uMobility client. You may want to change this option and always use the cellular network when dialing (not using WiFi), or, always let uMobility select the best network for dialing. To change this setting, see *Changing the Dialing Preference*, below.

Creating a uMobility Shortcut on the Home Screen

For easy access to uMobility, we suggest making a shortcut on the Nokia home screen for uMobility. To do this (Note – some Nokia phones employ shortcuts using a different menu structure. When in doubt, please consult the manual that came with your phone):

1. From the Nokia home screen, select **Menu/Home→Tools→Settings →General →Personalization →Home Screen→Mode Settings→Home Screen Applications→Application Shortcuts**. Shortcuts 1 through Shortcut 6 are displayed. (Shortcut 1 is the first shortcut in the upper, left corner of the Nokia home screen, Shortcut

2 is the next shortcut and so on.)

2. Highlight the desired shortcut and then click on it to display a list of installed applications.

3. Scroll through the list and select **uMobility**.

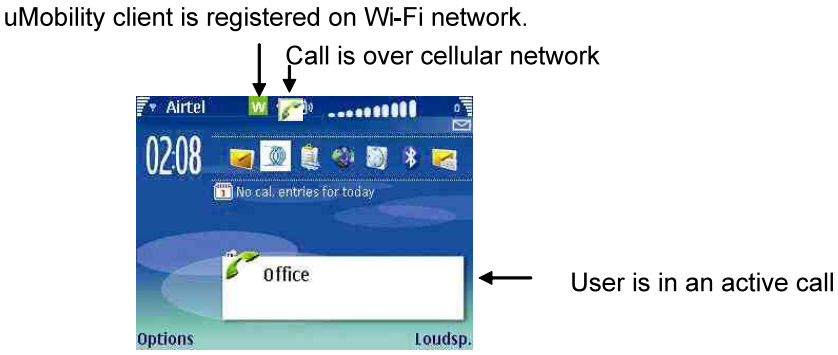
4. Click **Back** until you are returned to the Nokia Home screen or press the Red cancel button to be placed immediately to the Home screen. The uMobility program icon is displayed in the selected shortcut location along the top of the Home screen.

Calling Conditions

On occasion, a call may be on the cellular network when the phone is still within range of a preferred WiFi network. This special condition can occur when:

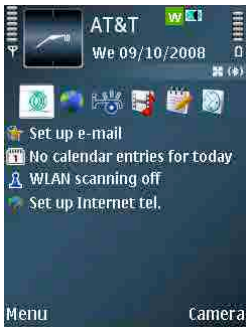
1. The call recently handed off from WiFi to cellular, but the phone has not physically moved beyond the coverage area of the WiFi network, or
2. The WiFi signal is so poor that uMobility dialed the call using the cellular network.

In this special scenario, the following icons are displayed on the phone:



Accessing Office or Home Voice Mail

A small blue mailbox icon is displayed next to the uMobility C or W icon whenever you have a new voice mail message (depending on the type of uMobility service). For example:



NOTE: The message waiting indicator is only displayed when uMobility is connected to a properly configured WiFi or cellular data network.

There are several ways to access the office or home voice mail:

- From the Nokia handset, either dial the uMobility number or the access number for the voice mail system. The voice mail system answers the call. If required, enter the password and follow the prompts to access the voice mail.

- From any other phone, either dial the uMobility number of the smart phone or the access number for the voice mail system. The voice mail system answers the call. Typically pressing the star key * (or another digit – see the telephone system administrator) will grant access to the password prompt. Next, enter the password and follow the prompts to access the voice mail.

NOTE: DSM Telecom suggests storing the voice mail system access number as a speed dial setting on the Nokia phone to allow 1-digit dialing to the office or home voice mail system.

Changing the Dialing Preference

1. Press and hold the Home key to see a list of active applications.

2. Scroll and select the uMobility icon from the available applications.

3. Press the **Options** key, followed by **Settings,** then **Normal Settings**

4. Scroll down the **Normal Settings** list until **Select Network** is highlighted:

- Select **Use uMobility** to always let uMobility select the best network to complete the call. When this item is selected, people called from the cell phone will always see the uMobility phone number and if registered in a WiFi zone with an acceptable signal, the call will not be using any cellular service plan minutes. (Note that this feature requires uMobility to be completely configured – either manually or automatically - see section 1.)

- If the preference is to use the cellular network when dialing (uMobility WiFi feature turned off), select **Use Cellular** to disable uMobility's ability to use available WiFi networks. Now, all calls will be treated as standard cell phone calls over the cellular service provider's network. People called will see the cell phone number and the calls will be using minutes from the cellular service plan.

- **Ask me before calling** is the setting which displays the Select Network pop-up every time a number is dialed, allowing the user to select either the cellular network or let uMobility select the best network to complete the call. This option allows the user on a per call basis to determine which Caller ID is displayed

Initiating a New Call from an Existing Call

The user can place an existing call on hold and dial another party from uMobility. To do this, click **Options** during the call and then select **New call**. The current call is placed on hold and while allows the number to be entered and dialed.

If The Cellular Number Changes…

If the cellular number changes (e.g., the user switches cellular providers and receive a new phone number for the cell phone, or, the user travels internationally and changes the SIM card while in the new country), then uMobility must be updated with the new number information.

To update uMobility, simply display the uMobility Options Normal menu and then enter the new cell phone number in the **Options→Settings →Normal Settings→Mobile Number** field. Enter the entire number without spaces or other non-numerical characters (e.g., in North America 1235551234).

NOTE: Depending upon the country of operation, the user must enter the complete mobile number including the ISD and country code for uMobility to work properly.

Calling back to "Incoming uMobility Calling..."

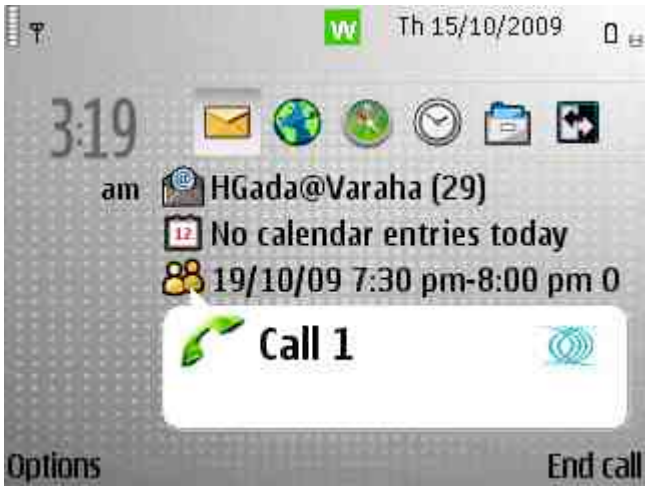
"Incoming uMobility Calling..." this entry is received in call logs (received or missed) when the user gets a call from the enterprise when it operates in Enterprise Cellular mode.

Dialing back to this ("Incoming uMobility Calling...") has been disabled from this release, as dialing back to this number will not help the user to reach the Enterprise or the desired extension within the enterprise.

4 Other uMobility Options

Announced Transfer

Place or Receive a call on the uMobility client



User then selects Announce Transfer from the Options menu

User then provides the extension number where the call needs to be transferred

The uMobility client then places the call to this extension

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User then selects **Transfer** from the menu

After successful transfer, both calls get disconnected

Options Menu

Options→Contacts - Select this option to display the standard Nokia Contacts.

Options→CallLogs - Select this option to display the standard Nokia call logs.

Options→Settings→Advanced Settings - Advanced Settings are special, technical settings that are only used in certain service situations. Please consult the uMobility system administrator before making any changes to Advanced Settings.

Options→Enable DND – Select this option to enable the Do Not Disturb (DND) feature. When selected, all incoming calls do not ring the phone – the calls go directly to the office or home voice mail system, depending on the type of uMobility service ordered. After DND is enabled, the user may select the **Options→Disable DND** option to disable the DND feature and receive calls normally.

Options→About – Select this option to display version information about the uMobility software.

Options→Exit – Select this option to exit uMobility. The uMobility icon will disappear from the Home screen, signifying the uMobility application is not longer resident in the smart phone's memory. To reload uMobility, navigate to the **Installations** folder, click to open, scroll to the uMobility icon and click to select.

Additional options are also available during an active call:

Options→End Active Call – Select this option to end the active call.

Options→New call – Select this option to place a new call. When selected, the active call is placed on hold.

Options→Hold/UnHold – Select this option to hold/unhold the active call. **Note** that the uMobility hand-off feature is disabled when a call is placed on hold.

Options→Activate/Deactivate Loudspeaker – Select this option to activate/deactivate the loudspeaker on the device.

Options→Mute/UnMute – Select this option to mute/unmute the smart phone's microphone.

Options→Transfer Call – Select this option to transfer the active call to another number.

This feature results in a blind (unannounced) transfer.

Additional capabilities are also available with the uMobility client installed on a Nokia smart phone:

- Click-to-dial from an SMS message – when a short message (SMS) is received on the phone that contains a phone number, uMobility is able to recognize the digits as a phone number and allow the user to highlight, click and call from that source.
- Click-to-dial from an email message – when an email message is received on the phone that that contains a phone number, uMobility is able to recognize the digits as a phone number and allow the user to highlight, click and call from that source.
- Click-to-dial from a Note - when a user consults a Note from within Office, uMobility is able to recognize the digits as a phone number and allow the user to highlight, click and call from that source.

Appendix B – Advanced Settings/Actions

There are a number of additional settings in the uMobility client that can be changed if instructed to do so by the Technical Support organization or equivalent. These settings should NOT BE CHANGED UNLESS ADVISED TO DO SO. Random changes to these options can impair, limit or impede the operation of the uMobility client.

Auto Re-start

Options→Settings→Advanced Settings – In the Advanced Settings there is an option labeled Auto Start. When this setting is moved to Yes, the client will automatically load when the phone is turned on. When this setting is moved to No, the client has to be started manually from the Installations folder.

Uninstalling uMobility

There are two methods for removing the uMobility client if desired.

The first is to use Nokia's PC Suite software package on the PC. To remove an application from the phone:

- Connect your phone to the PC.
- Open Nokia Application Installer.
- Select the application you want to remove from the My Phone list.
- Click the Delete button above the list.
- Confirm the deletion.

Note: Not all phone models support listing, installing or deleting applications with Nokia Application Installer. The user can, however, use the Application manager on the phone to access applications.

Alternatively, the uMobility application can be removed using the phone's menu system. Click **Menu/Home→Installations** and scroll down to select the uMobility icon. Once highlighted, click the **Options** tab, scroll, highlight and select **Remove**. Select **Yes** to confirm the removal of the uMobility application. The phone will display a progress bar and then confirm the application's removal.

The next time the smart phone is connected to the PC, the newly created copy of the logs can be downloaded via Nokia PC Suite software and then emailed to the Support group. Please consult the Nokia PC Suite software for more information on how to accomplish this task.

Establishing a Quick VPN Connection

For quick VPN connection, following these suggested steps:

1. Keep the access point (IAP) for the VPN network Marked as a valid network to use.
2. Manually go to **Menu->Connectivity->Connection Manager->Active Data Connection** select the WLAN IAP currently in use and disconnect.
3. On the next attempt, the uMobility client will connect through VPN only. This approach can be applied to all general cases as well when the user desires to have quick selection of newly selected access points in uMobility.

Emergency Services Calling

The Symbian operating system (OS) has built-in screen formats for call scenarios that involve contact emergency services. The actual number dialed varies by country (e.g., 911, 112, etc.) but the screen viewed will be the same basic format as displayed below.

This first screen shows the effect after entering the emergency services (SOS) phone number (usually a three-digit code). The normal splash screen informing the user that the dialed digits are being called is displayed.

At this point, the uMobility client will engage the Symbian progress screen, informing the user that a call to an emergency service is being attempted.

It is important to note that ALL calls to emergency services are routed using the cellular network REGARDLESS of how the uMobility client is configured. The cellular mobile operators are best able to help the emergency services organization identify the location of the mobile handset, a capability that is critical in an emergency situation.